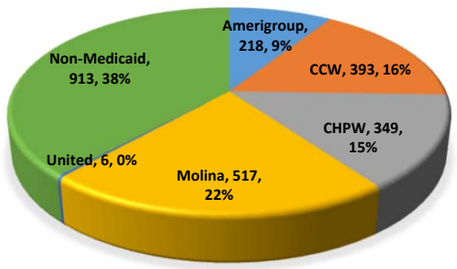
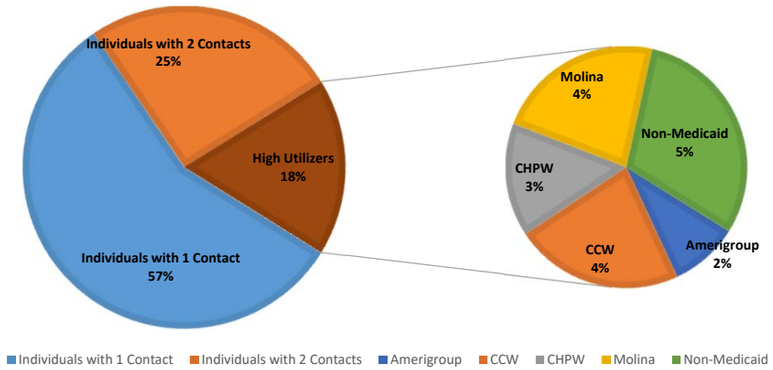
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

December 2022

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	November	December
Crisis Log Contacts	1810	2374
Unduplicated Individuals	1387	1212
Mobile Outreach Services	704	451
Avg. DCR Response Time (Target less than 120 min)	44	46
ITA Investigations	585	381

Crisis Hotline Calls	3169	2931
Percent of Calls Answered in 30 seconds (Target 90% or more)	96.7%	97.4%
Percent of Calls Abandoned (Target 5% or less)	0.1%	0.1%

Crisis Hotline Calls
2931

Percent of Calls Answered in 30 seconds (Target 90% or more) 97.4%

Percent of Calls Abandoned (Target 5% or less) 0.1%

Total Crisis Log Contacts
2374

Unduplicated Individuals
1212

Mobile Outreach Services 451

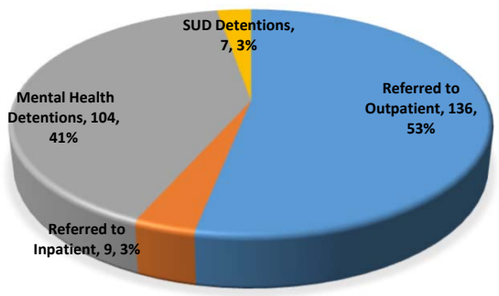
Average DCR Response Time (Target less than 120 min) 46

ITA Investigations 381

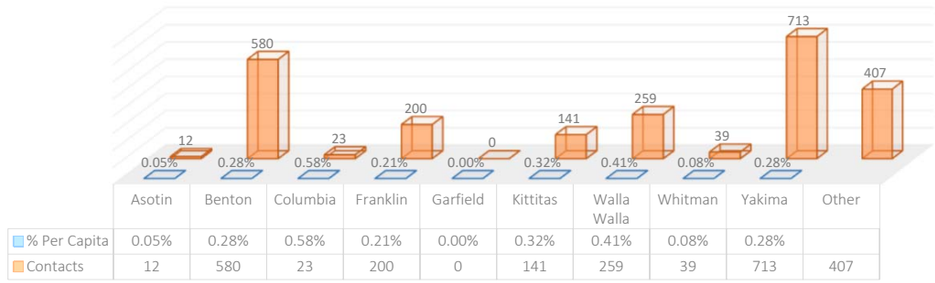
Definitions

Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilitzer:	An individual with 3 or more crisis contacts in one month
ITA:	Short forInvoluntary Treatment Act: A law in Washington State that allows anyone 13 and older who meets criteria to be placed in a psychiatric hospital to be evaluated for involuntary commitment to an inpatient treatment center.
ITA Investigation:	An individual is evaluated by a DCR to determine if they should be civilly committed to a facility in accordance with the Involuntary Treatment Act
Unduplicated Individuals:	Unique individuals who had a crisis contact. If an individual had multiple contacts, they're only counted once.

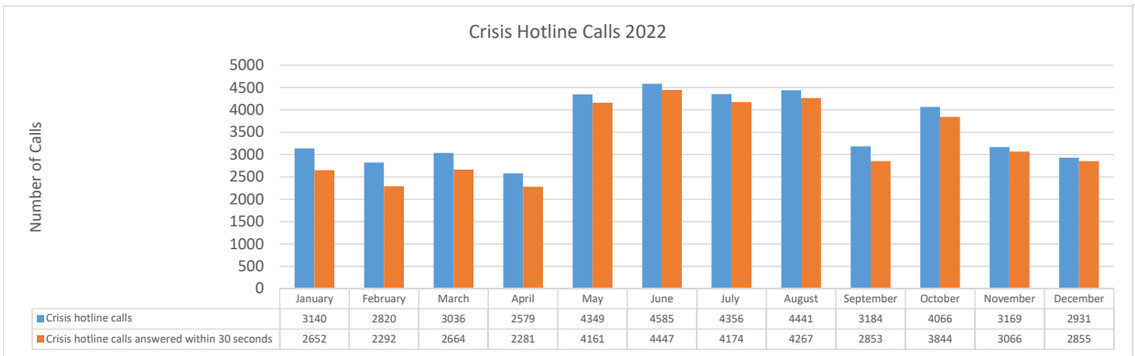
ITA INVESTIGATION OUTCOMES



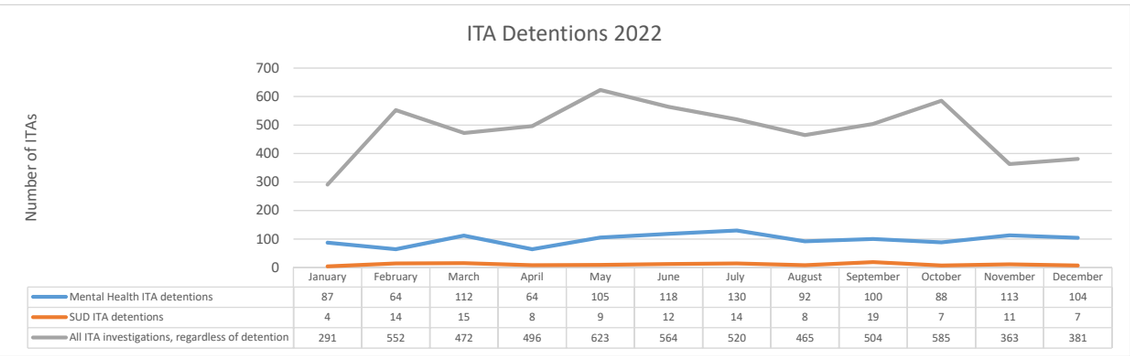
Crisis Contacts by County

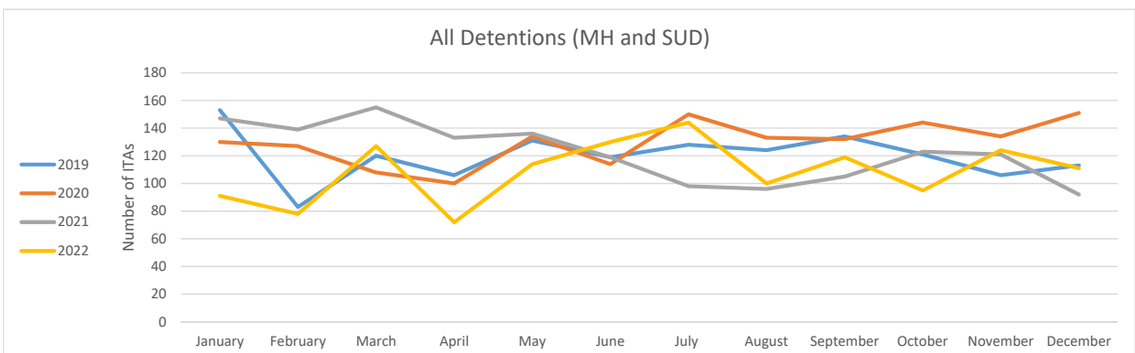
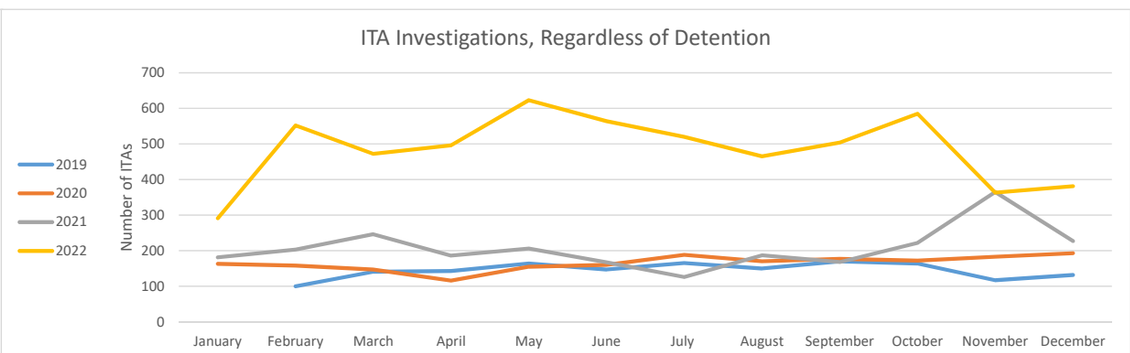
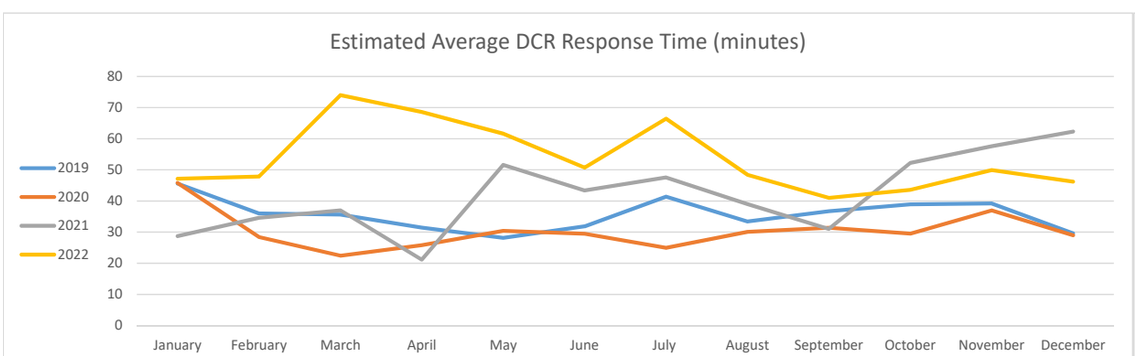
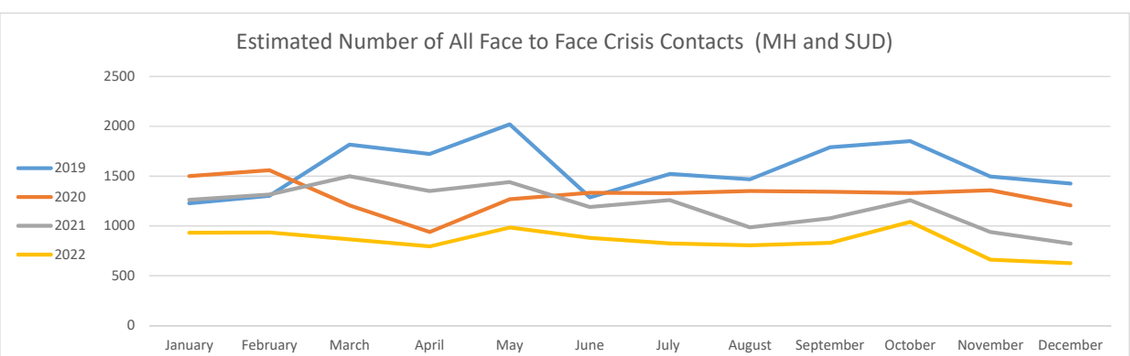


MONTH-OVER-MONTH



	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	3140	2820	3036	2579	4349	4585	4356	4441	3184	4066	3169	2931
Crisis hotline calls answered within 30 seconds	2652	2292	2664	2281	4161	4447	4174	4267	2853	3844	3066	2855



	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	87	64	112	64	105	118	130	92	100	88	113	104
SUD ITA detentions	4	14	15	8	9	12	14	8	19	7	11	7
All ITA investigations, regardless of detention	291	552	472	496	623	564	520	465	504	585	363	381

YEAR-OVER-YEAR